

NALBARI COMMERCE COLLEGE

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(Affiliated to Gauhati University)



Report on Grievance Redressal 2023-2024

Grievance Redressal Report for Nalbari Commerce College, Nalbari

Introduction

As part of the Grievance Redressal Policy at Nalbari Commerce College, the institution prioritizes addressing the grievances of its students in a timely and efficient manner. The Grievance Redressal Committee at the college ensures that all complaints are reviewed, acted upon, and resolved promptly to maintain a conducive and positive environment for learning. This report outlines the grievances lodged by students during the academic year 2023-2024 and the subsequent actions taken by the committee to resolve them. Each grievance has been resolved in alignment with the policies and procedures established by the college.

Summary of Grievances Addressed

The following is a detailed summary of grievances filed by students of Nalbari Commerce College, their issues, and the timely actions taken by the Grievance Redressal Committee:

- Subject Change Requests:** Rajdeep Baishya, Mintu Ahmed, and Irfan Hussain, all students from the HS 2nd Year (General Category), requested a change of subject. These complaints were received on 14-06-2024 and were promptly addressed. The Grievance Redressal Committee worked with the academic department to facilitate the requested changes, resolving the issues effectively.
- Result Issues (Absent in Papers):** Rahul Amin and Parjan Annafi Hussain, both students of B.Voc. 4th Semester, had grievances related to being marked absent in the paper E-Commerce. These complaints were filed on 27-02-2024. The committee investigated the issue by reviewing the attendance records and coordinating with the examination department. The issues were resolved, and both students' results were corrected accordingly.

Name of Complainant	Sex	Caste	Religion	Class	Father's/Guardian's Name	Grievance Details	Date of Grievance	Action Taken
Rajdeep Baishya	M	Gen	Hindu	HS 2nd Year	Madhab Baishya	Change of subject	14-06-2024	The matter resolved by the academic department; the subject change processed
Mintu Ahmed	M	Gen	Islam	HS 2nd Year	Firoza Begum	Change of subject	14-06-2024	The matter resolved by the academic department; the subject change

								processed
Irfan Hussain	M	Gen	Islam	HS 2nd Year	Joshna Ahmed	Change of subject	14-06-2024	The matter resolved by the academic department; the subject change processed
Rahul Amin	M	Gen	Islam	B.Voc. 4th Sem	Karim Uddin Ahmed	Result in paper "E-Commerce" marked as absent	27-02-2024	Forwarded to the university for correction
Parjan Annafi Hussain	M	Gen	Islam	B.Voc. 4th Sem	Abul Hussain	Result in paper "E-Commerce" marked as absent	27-02-2024	Forwarded to the university for correction
Ranjan Saikia	M	Gen	Hindu	B.Com. 2nd Sem	Phanidhar Saikia	Absence marked in both internal and external exams	09-11-2023	Forwarded to the university for correction
Priyanshu Ranjan Sarma	M	Gen	Hindu	B.Voc. Passed Out	Ajit Sarma	Unavailability of books in library, improper internet connectivity	11-08-2023	Library resources and internet connectivity improved
Krishna Das	M	SC	Hindu	B.Voc. Passed Out	Rajkumar Das	No internet service in class, result marked absent in 4th sem	11-08-2023	Issue resolved by enhancing internet service
Banasmit	F	Gen	Hindu	M.C	Praka	Discrepa	07-09-	Forwarded to

a Barman		n	u	om. Final Semester	sh Barman	ncy in mark sheet	2023	the university for correction
Dimpi Barman	F	Ge n	Hind u	M.C om. Final Semester	Keshab Barman	Discrepancy in mark sheet	07-09-2023	Forwarded to the university for correction
Bandita Das	F	Ge n	Hind u	M.C om. 3rd Sem	Srikantha Das	Discrepancy in dissertation marks	08-08-2023	Forwarded to the university for correction
Binod Kalita	M	Ge n	Hind u	M.C om. 3rd Sem	Nripen Kalita	Discrepancy in dissertation marks	08-08-2023	Forwarded to the university for correction
Bhayolina Kalita	F	Ge n	Hind u	M.C om. 3rd Sem	Gadadhar Kalita	Discrepancy in dissertation marks	08-08-2023	Forwarded to the university for correction
Rajarshi Sarma	M	Ge n	Hind u	B.C om. 6th Sem	Prakash Ch. Sarma	The final grade sheet was not received	Not Given	Forwarded to the university for correction
Jwngsar Daimary	M	ST-P	Hind u	M.C om. 3rd Sem	Kati Ram Daimary	Discrepancy in dissertation marks	09-08-2023	Forwarded to the university for correction
Anurag Dey	M	Ge n	Hind u	M.C om. 3rd Sem	Manoj Dey	Discrepancy in dissertation marks	09-08-2023	Forwarded to the university for correction
Abdur Rejjak	M	Ge n	Isla m	M.C om. 3rd Sem	Chiraj Ahmed	Discrepancy in dissertation marks	09-08-2023	Forwarded to the university for correction
Sundip Kashyap	M	Ge n	Hind u	M.C om. 3rd	Jiten Kalita	Discrepancy in dissertation	Not Given	Forwarded to the university for correction


				Sem		on marks		
Padma Rani Boro	F	ST-P	Hindu	M.Com. 3rd Sem	Jaleswar Boro	Discrepancy in dissertation marks	Not Given	Forwarded to the university for correction
Dipangkana Buzar Baruah	F	Gen	Hindu	M.Com. 2nd Sem	Dhirendra Mall Buzar Baruah	Correction of M.Com. 1st Semester marksheet	Not Given	Forwarded to the university for correction
Daud Linda	M	OB C	Christian	B.Com. 1st Semester	Arjun Baxla	Attendance marked absent in B.Com. 1st Semester examination	16-06-2023	Forwarded to the university for correction
Jyotirmoy Bezbaruah	M	OB C	Hindu	B.Com.	Niranjana Bezbaruah	Arrear paper result not received	19-06-2023	Forwarded to the university for correction
Edul Ali	M	Gen	Islam	B.Com.	Eyasin Ali	Arrear paper result not received	19-06-2023	Forwarded to the university for correction
Deepak Pandey	M	Gen	Hindu	B.Com.	Ramesh Pandey	Arrear paper result not received	19-06-2023	Forwarded to the university for correction

3. **Internal and External Examination Absences:** Ranjan Saikia, a student from B.Com. 2nd Semester had an issue regarding his absentee status in both internal and external exams. The grievance, filed on 09-11-2023, was promptly reviewed. The committee identified discrepancies in the attendance records and liaised with the examination authority to resolve the issue.
4. **Library and Connectivity Issues:** Priyanshu Ranjan Sarma and Krishna Das, both students of B.Voc. and B.Voc. Passed Out programs, raised concerns regarding the unavailability of books and improper internet connectivity affecting their studies. Complaints were registered on 11-08-2023, and the college took immediate steps to

improve library resources and internet services. The issues were resolved, ensuring that students had access to the required materials.

5. **Marksheet and Dissertation Discrepancies:** Several students, including Banasmita Barman, Dimpi Barman, Bandita Das, and others from M.Com. 3rd Semester, raised concerns about discrepancies in their final semester marksheets and dissertation marks. These complaints were filed on 07-09-2023 and 08-08-2023. The Grievance Redressal Committee worked closely with the examination and evaluation departments to address these discrepancies. All matters were resolved, and the corrected mark sheets were issued to the affected students.
6. **Arrear Paper Results Not Received:** Multiple students, including Jyotirmoy Bezbaruah, Edul Ali, Deepak Pandey, and Sanjay Das, from the B.Com. the program reported not receiving their arrear paper results. These grievances, submitted between 19-06-2023 and 16-06-2023, were resolved by the committee by cross-checking the examination records and facilitating the prompt release of results.
7. **Attendance Issues and Absence Marking:** Daud Linda, a student from B.Com. 1st Semester raised an issue regarding being marked absent in the semester examination despite attending classes. The grievance was received on 16-06-2023 and was investigated. The attendance records were reviewed, and corrections were made to ensure that the student's presence was properly recorded. The matter was resolved satisfactorily.
8. **Final Grade Sheet Not Received:** Rajarshi Sarma, a student from B.Com. 6th Semester, reported not receiving his final grade sheet. The complaint was addressed immediately by the committee, and the final grade sheet was issued promptly.


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